CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING

	PRE-ORDERING*	1	,	Actual Performan	ce	
Metric #	THE ORDERING	Standard	ВА	CLEC	Difference	Observations
	PO-1 - Response Time OSS Ordering Interface	•				•
PO-1-01-6020	Customer Service Record - EDI	Parity plus < 4 Seconds	0.10 UD	5.05 UD	4.96	
PO-1-01-6030 PO-1-02-6020	Customer Service Record - CORBA Due Date Availability - EDI	Parity plus < 4 Seconds Parity plus < 4 Seconds	0.28	2.76	2.48	
PO-1-02-6030	Due Date Availability - EDI Due Date Availability - CORBA	Parity plus < 4 Seconds	UD	UD	2.40	
PO-1-03-6020	Address Validation - EDI	Parity plus < 4 Seconds	0.94	4.09	3.15	
PO-1-03-6030	Address Validation - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-04-6020	Product & Service Availability - EDI	Parity plus < 4 Seconds	0.28	3.24	2.96	
PO-1-04-6030	Product & Service Availability - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-05-6020	Telephone Number Availability & Reservation - EDI	Parity plus < 4 Seconds	NA HB	NA		
PO-1-05-6030 PO-1-06-6020	Telephone Number Availability & Reservation - CORBA Facility Availability (Loop Qualification) - EDI	Parity plus < 4 Seconds Parity plus < 4 Seconds	UD UD	UD UD		
PO-1-06-6030	Facility Availability (Loop Qualification) - CORBA	Parity plus < 4 Seconds Parity plus < 4 Seconds	UD	UD		
PO-1-07-6020	Rejected Query - EDI	Parity plus < 4 Seconds	UD	NA		
PO-1-07-6030	Rejected Query - CORBA	Parity plus < 4 Seconds	UD	UD		
PO-1-08-6020	% Timeouts - EDI	not > .33%		0.11		
PO-1-08-6030	% Timeouts - CORBA	not > .33%		UD		
PO-1-09-6020	Parsed CSR - EDI	Parity plus < 10 Seconds	UD	UD		
PO-1-09-6030	Parsed CSR - CORBA	Parity plus < 10 Seconds	UD	UD		
	PO-2 - OSS Interface Availability					
PO-2-01-6020	OSS Interf. Avail. – Total - EDI	24 hours x 7 days		100.00		726.75
PO-2-01-6040	OSS Interf. Avail Total - Maint. Web GUI (RETAS)	24 hours x 7 days		UD		
PO-2-01-6050	OSS Interf. Avail. – Total - Pre-order/Order WEB GUI	24 hours x 7 days		UD		
PO-2-02-6020	OSS Interf. Avail. – Prime Time - EDI	>=99.5%		100.00		486.00
PO-2-02-6040	OSS Interf. Avail. – Prime Time - Maint. Web GUI (RETAS)	>=99.5%		UD		
PO-2-02-6050 PO-2-03-6020	OSS Interf. Avail. – Prime Time - Pre-order/Order WEB GUI OSS Interf. Avail. – Non-Prime - EDI	>=99.5%	Y	UD 100.00		240.50
PO-2-03-6020 PO-2-03-6040	OSS Interf. Avail. – Non-Prime - EDI	(12AM - 6AM) Mon - Sat, All	ł	UD		240.50
PO-2-03-6050	OSS Interf. Avail. – Non-Prime - Maint. Web GOT (RETAS) OSS Interf. Avail. – Non-Prime - Pre-order/Order WEB GUI	Day Sunday & Holidays		UD		
			•			
	PO-5 - Average Notification of Interface Outage	•				
PO-5-01-2000	Average Notice of Interface Outage	<20 minutes		UD		
	PO-6 - Software Validation					
PO-6-01-2000	Software Validation	<= 5%		UD		
		<u>-</u> '			· · · · · · · · · · · · · · · · · · ·	
DO 7 04 0000	PO-7 - Software Problem Resolution Timeliness	1		LID		
PO-7-01-2000 PO-7-02-2000	% Software Problem Res. Timeliness Delay Hrs S/W Res Change - Xactions Failed, No Workaround	>=95%		UD UD		
PO-7-02-2000 PO-7-03-2000	Delay Hrs S/W Res Change - Xactions Failed, Not Workaround	48 hours 10 days		UD		
PO-7-04-2000	Delay Hrs Failed/Rejected Test Deck - Xactions Failed, No W/A	48 hours		UD		
	(a	1				
	Change Notification*					
	PO-4 - Timeliness of Change Management Notice					
PO-4-01-6611	% Notices Sent on Time - Emergency Maint.		!	70.00		10
PO-4-01-6621	% Notices Sent on Time - Regulatory	> = 95% and no delayed		NA		
PO-4-01-6631	% Notices Sent on Time - Industry Standard	notices and documentation		NA		
PO-4-01-6641	% Notices Sent on Time - BA Orig.	over 8 days		88.00		8
PO-4-01-6651	% Notices Sent on Time - TC Orig.		į	100.00		1
PO-4-02-6611	Change Mgmt. Notice - Delay 1-7 Days - Emergency Maint.	Notification before Implementation		NA NA		
PO-4-02-6621 PO-4-02-6631	Change Mgmt. Notice - Delay 1-7 Days - Regulatory Change Mgmt. Notice - Delay 1-7 Days - Ind. Std.	If Period not set, default to Ind. Std. Time >=66 days		NA NA		
PO-4-02-6631 PO-4-02-6641	Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. Change Mgmt. Notice - Delay 1-7 Days - BA Orig.	>=66 days >=66 days		NA NA		
PO-4-02-6651	Change Mgmt. Notice - Delay 1-7 Days - BA Orig. Change Mgmt. Notice - Delay 1-7 Days - TC Orig.	>=66 days		NA NA		
PO-4-03-6611	Change Mgmt. Notice - Delay 8+ Days - Emergency Maint.	Notification before Implementation		150		3
PO-4-03-6621	Change Mgmt. Notice - Delay 8+ Days - Regulatory	If Period not set, default to Ind. Std. Time		NA		
PO-4-03-6631	Change Mgmt. Notice - Delay 8+ Days - Ind. Std.	>=66 days		NA		
PO-4-03-6641	Change Mgmt. Notice - Delay 8+ Days - BA Orig.	>=66 days		21		1
PO-4-03-6651	Change Mgmt. Notice - Delay 8+ Days - TC Orig.	>=66 days		NA		
	Continueu					

Carrier to Carrier

Performance Standards and Reports Interim Guidelines August 1999 Bell Atlantic - Massachusetts

CLEC Aggregate Performance OPERATION SUPPORT SYSTEM / BILLING continued

Change Confirmation*	
Metric # Standard CLEC Perf	CLEC Obs
PO-4 - Timeliness of Change Management Notice	CLEC ODS
PO-4-01-6622 % Notices Sent on Time - Regulatory >= 95% and no delayed NA	
PO-4-01-6632 % Notices Sent on Time - Ind. Std. notices and documentation NA	
PO-4-01-6642 % Notices Sent on Time - BA Orig. over 8 days 75.00	8
PO-4-01-6652 % Notices Sent on Time - TC Orig	1
PO-4-02-6622 Change Mgmt. Notice - Delay 1-7 Days - Regulatory If Period not set, default to Ind. Std. Time NA	
PO-4-02-6632 Change Mgmt. Notice - Delay 1-7 Days - Ind. Std. >=45 days NA	
PO-4-02-6642 Change Mgmt. Notice - Delay 1-7 Days - BA Orig. >=45 days NA PO-4-02-6652 Change Mgmt. Notice - Delay 1-7 Days - TC Orig. >=45 days NA	
PO-4-03-6622 Change Mgmt. Notice - Delay 8 - Days - Regulatory If Period not set, detay to Ind. Std. Time 73	2
PO-4-03-6632 Change Mgmt. Notice - Delay 8 + Days - Ind. Std. >=45 days 45	1
PO-4-03-6642 Change Mgmt. Notice - Delay 8+ Days - BA Orig.	
PO-4-03-6652 Change Mgmt. Notice - Delay 8+ Days - TC Orig. >=45 days NA	
TROUBLE REPORTING (OSS)*	
Actual Performance	
	fference
	12.05 14414
MR-1-02-2000 Status Trouble Parity plus < 4 Seconds UD 26.90	8679
MR-1-03-2000 Modify Trouble Parity plus < 4 Seconds Pa	3.40 311
MR-1-05-2000 Trouble Report History (by TN/Circuit) Results Carlos Francisco Trouble Report History (by TN/Circuit) Parity plus < 4 Seconds UD 32.72	6855
	28.32 29103
	e due to system release
BILLING	
BILLING	
BI-1 - Timeliness of Daily Usage Feed	<u> </u>
BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	23346496
### BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	23346496
BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	23346496
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BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	
BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	23346496
BI-1 - Timeliness of Daily Usage Feed 90.39 BI-1-01-2030 % DUF in 3 Business Days 95% in 4 Business Days 98.57 BI-1-03-2030 % DUF in 5 Business Days 98.91 BI-1-04-2030 % DUF in 8 Business Days 98.91 BI-2-Timeliness of Carrier Bill 100.00 BI-2-01-2000 Timeliness of Carrier Bill 100.00 100.00 BI-2-01-2000 Tim	
BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	
BI-1 - Timeliness of Daily Usage Feed	
BI-1 - Timeliness of Daily Usage Feed	
BI-1 - Timeliness of Daily Usage Feed	
BI-1 - Timeliness of Daily Usage Feed	
BI-1 - Timeliness of Daily Usage Feed BI-1-01-2030	
BI-1 - Timeliness of Daily Usage Feed	54
BI-1 - Timeliness of Daily Usage Feed	54
BI-1 - Timeliness of Daily Usage Feed	54

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance ORDERING - RESALE POTS / SPECIAL SERVICES

	RESALE Pre-Ordering			
Metric #		Standard	CLEC Aggregate	CLEC Aggregate
	PO-3 - Contact Center Availability	Standard	Performance	Observations
PO-3-01-2000	Average Speed of Answering – Ordering (secs)		26.86	
PO-3-02-2000	% Answered within 30 Seconds – Ordering	80% within 30 Seconds	85.46	6864
PO-3-03-2000 PO-3-04-2000	Average Speed of Answering – Repair *& (secs) % Answered within 30 Seconds – Repair *&	80% within 30 Seconds	25.90 79.50	44754
F O-3-04-2000	76 Answered within 30 Seconds – Nepali &	60 % Willing 30 Seconds	79.50	447.54
	POTS & Pre-qualified Complex - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-01-2320	Average Local Service Request Confirmation (LSRC) Time (Flow Through)		0.01	
OR-1-02-2320 OR-1-03-2320	% On Time LSRC – Flow Through Average LSRC Time < 10 Lines	95% within 2 Hours	99.89 12.26	3824
OR-1-03-2320	% On Time LSRC < 10 Lines	95% within 24 Hours	97.46	2404
OR-1-05-2320	Average LSRC Time >= 10 Lines		10.41	
OR-1-06-2320	% On Time LSRC >= 10 Lines	95% within 72 Hours	98.21	56
OR-2-01-2320	OR-2 - Reject Timeliness	1 1	0.00	
OR-2-01-2320	Average Local Service Request (LSR) Reject - Time (Flow Through) % On Time LSR Reject – Flow Through	95% within 2 Hours	0.00 100.00	1362
OR-2-03-2320	Average LSR Reject Time < 10 Lines		12.08	
OR-2-04-2320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	96.99	799
OR-2-05-2320 OR-2-06-2320	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 72 Hours	10.39 100.00	49
	Complex Services - Electronically Submitted			
OR-1-03-2310	OR-1 - Order Confirmation Timeliness Average LSRC Time < 10 Lines]	UD	
OR-1-04-2300	% On Time LSRC < 10 Lines	95% within 72 Hours	UD	
OR-1-05-2310	Average LSRC Time >= 10 Lines	0504 34 3 70 11	UD	
OR-1-06-2310	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
00 0 00 0010	OR-2 - Reject Timeliness - Requiring Loop Qualification	i i	III III	
OR-2-03-2310 OR-2-04-2310	Average LSR Reject Time < 10 Lines % On Time LSR Reject < 10 Lines	95% within 72 Hours	UD UD	
OR-2-05-2310	Average LSR Reject Time >= 10 Lines	55/5 416.111 / 2 / 156.15	UD	
OR-2-06-2310	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
	POTS / Special Services - Aggregate			
	OR-3 - Percent Rejects			
OR-3-01-2000	% Rejects	No Standard	43.88	10337
	OR-4 - Timeliness of Completion Notification			
OR-4-01-2000	Completion Notice – Average Response Time]	0.00	
OR-4-02-2000	Completion Notice – % On Time	95% by next bus. day at noon	100.00	6120
OR-4-03-2000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	OR-5 - Percent Flow-Through	1		2.52
OR-5-01-2000 OR-5-02-2000	% Flow Through - Total % Flow Through - Simple	No Standard Developed No Standard Developed	59.41 61.09	6453 6259
OR-5-03-2000	% Flow Through Achieved	95%	UD	0203
	OR-6 - Order Accuracy			
OR-6-01-2000	% Accuracy - Orders *	95% Orders without Errors	70.37	432
OR-6-02-2000 OR-6-03-2000	% Accuracy – Opportunities*	95% Orders without Errors	89.82 89.40	5921 217
OK-6-03-2000	% Accuracy – LSRC**	95% Orders without Errors	69.40	211
	Special Services - Electronically Submitted	Ī		
	Special Services - Liectronically Submitted			
OR-1-03-2200	OR-1 - Order Confirmation Timeliness	Ī i	0.03	
OR-1-03-2200 OR-1-03-2210	Average LSRC Time < 10 Lines Average ASRC Time < 10 Lines DS0		9.03 UD	
OR-1-03-2211	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03-2213	Average ASRC Time < 10 Lines DS3	95% within 48 Hours	UD	157
OR-1-04-2200 OR-1-04-2210	% On Time LSRC < 10 Lines % On Time ASRC < 10 Lines DS0	95% Within 48 Hours	100.00 UD	157
OR-1-04-2211	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04-2213	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05-2200 OR-1-05-2210	Average LSRC Time >= 10 Lines Average ASRC Time >= 10 Lines DS0		1.31 UD	
OR-1-05-2211	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05-2213	Average ASRC Time >= 10 Lines DS3	0504 341 7011	UD	
OR-1-06-2200 OR-1-06-2210	% On Time LSRC >= 10 Lines % On Time ASRC >= 10 Lines DS0	95% within 72 Hours 95% within 72 Hours	100.00 UD	2
OR-1-06-2211	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06-2213	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	ÜD	
	OR-2 - Reject Timeliness	_		
OR-2-03-2200	Average LSR Reject Time < 10 Lines	050/	10.44	400
OR-2-04-2200 OR-2-05-2200	% On Time LSR Reject < 10 Lines Average LSR Reject Time >= 10 Lines	95% within 48 Hours	100.00 7.32	123
OR-2-06-2200	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	100.00	7

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES

	POTS - Provisioning - Total		Actual I	Performance	Number of	Observations			
Metric #	DD 4. Assurance Internal Officered	Standard	BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
PR-1-04-2100	PR-1 - Average Interval Offered Average Interval Offered – Dispatch (6-9 Lines)	Parity with BA Retail	7.31	5.12	202	26	5.89	1.23	1.78
PR-1-05-2100	Average Interval Offered – Dispatch (>= 10 Lines) PR-2 - Average Completed Interval	Parity with BA Retail	12.29	7.72	269	18	6.72	1.64	2.79
PR-2-04-2100 PR-2-05-2100	Average Interval Completed - Dispatch (6-9 Lines) Average Interval Completed - Dispatch (>= 10 Lines)	Parity with BA Retail Parity with BA Retail	7.21 11.25	5.65 6.88	153 172	20 17	4.81 7.28	1.14 1.85	1.36 2.36
111-2-03-2100	PR-3 - Completed within Specified Days	ranty with BA Retail	11.25	0.00	172		7.20	1.00	2.30
PR-3-01-2100	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail Parity with BA Retail	75.09 83.08	46.67 68.71	125774 125774	1125 1125		1.30 1.12	-21.94 -12.80
PR-3-02-2100 PR-3-03-2100	% Completed in 2 Days (1-5 Lines - No Dispatch) % Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.54	75.82	125774	1125		1.02	-10.49
PR-3-04-2100 PR-3-05-2100	% Completed in 1 Day (1-5 Lines - Dispatch) % Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail Parity with BA Retail	6.59 12.72	1.79 4.34	10869 10869	392 392		1.28 1.71	-3.76 -4.89
PR-3-06-2100	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	20.72	16.58	10869	392		2.08	-1.99
PR-3-07-2100 PR-3-08-2100	% Completed in 4 Days (1-5 Lines - Total) % Completed in 5 Days (1-5 Lines – No Dispatch)	Parity with BA Retail Parity with BA Retail	87.58 94.79	80.29 96.62	136643 125774	1517 1125		0.85 0.67	-8.56 2.75
PR-3-09-2100	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	76.86	84.95	10869	392		2.17	3.73
PR-3-10-2100	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.60	96.51	136643	1517		0.53	1.72
PR-4-02-2100	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	4.15	4.43	4178	56	5.73	0.77	-0.36
PR-4-03-2100	% Missed Appointment – Customer	None: Analysis Only Parity with BA Retail	1.84 10.90	1.63 8.58	35155	618		4.00	4.02
PR-4-04-2100 PR-4-05-2100	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail	0.14	0.07	245936	4179		1.26 0.06	1.83
PR-4-08-2100	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
PR-5-01-2100	PR-5 - Facility Missed Orders Missed Appointment – Bell Atlantic – Facilities	Parity with BA Retail	0.54	0.44	281091	4797		0.11	0.94
PR-5-02-2100 PR-5-03-2100	% Orders Held for Facilities > 15 Days % Orders Held for Facilities > 60 Days	Parity with BA Retail Parity with BA Retail	0.03	0.02 0.00	281091 281091	4797 4797		0.03	0.40
1 11 0 00 2 100	PR-6 - Installation Quality	r diny mai breviolali	0.00	0.00	201031	4757			
PR-6-01-2100	% Installation Troubles reported within 30 Days	Parity with BA Retail	3.72	2.65	243304	10006		0.19	5.53
PR-6-02-2100 PR-6-03-2100	% Installation Troubles reported within 7 Days % Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	Parity with BA Retail None: Analysis Only	2.20 4.48	1.32 1.61	243304 243304	10006 10006		0.15 0.21	5.88 13.60
	POTS - Business								
PR-1-01-2110	PR-1 - Average Interval Offered	D 2 2 DA D 4 2	4.07	0.05	17000	4000	0.40	0.40	0.74
PR-1-01-2110 PR-1-03-2110	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.37 4.21	2.05 4.46	17902 3877	1228 372	3.42 2.45	0.10 0.13	-6.74 -1.88
	PR-2 - Average Completed Interval								
PR-2-01-2110 PR-2-03-2110	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	1.30 4.75	2.02 4.77	17602 3423	1219 338	3.33 3.78	0.10 0.22	-7.30 -0.09
			•						•
	POTS - Residence								
	PR-1 - Average Interval Offered								
PR-1-01-2120 PR-1-03-2120	Average Interval Offered – Total No Dispatch Average Interval Offered – Dispatch (1-5 Lines)	Parity with BA Retail Parity with BA Retail	0.93 4.85	2.28 5.14	181247 8488	779 71	2.95 3.53	0.11 0.42	-12.75 -0.69
	PR-2 - Average Completed Interval								
PR-2-01-2120	Average Interval Completed – Total No Dispatch Average Interval Completed – Dispatch (1-5 Lines)	Parity with BA Retail	0.89	1.89	180296	770	2.73	0.10	-10.14
PR-2-03-2120	Average interval completed – Dispatch (1-5 Lines)	Parity with BA Retail	5.33	5.30	7446	54	3.91	0.53	0.06
	POTS & Complex Aggregate								
	PR-1 - Average Interval Offered								
PR-1-10-2103 PR-1-11-2103	Average Interval Offered – Disconnects – No Dispatch Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail Parity with BA Retail	5.01 4.50	1.53 NA	67269 32	1486	8.73 1.52	0.23	15.20
FR-1-11-2103		Parity with BA Retail	4.50	INA	32	1	1.32		
PR-2-10-2103	PR-2 - Average Completed Interval Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.88	1.44	67269	1486	8.36	0.22	15.69
PR-2-11-2103	Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	4.78	NA	32		1.83	1	
	Complex Services								
	PR-1 - Average Interval Offered								
PR-1-01-2300	Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.32	3.21	481	34	6.22	1.10	1.91
PR-1-02-2300	Average Interval Offered – Total Dispatch	Parity with BA Retail	11.68	8.67	399	18	5.80	1.40	2.15
PR-2-01-2300	PR-2 - Average Completed Interval Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.58	3.21	450	34	5.11	0.91	1.51
PR-2-02-2300	Average Interval Completed – Total No Dispatch	Parity with BA Retail	11.21	8.92	363	13	7.10	2.00	1.14
PR-4-02-2300	PR-4 - Missed Appointments Average Delay Days – Total	Parity with BA Retail	12.02	3.00	54	1 1	21.80	22.00	0.41
PR-4-03-2300	% Missed Appointment – Customer	None: Analysis Only	14.01	6.35			Z1.0U		
PR-4-04-2300 PR-4-05-2300	% Missed Appointment – Bell Atlantic – Dispatch % Missed Appointment – Bell Atlantic – No Dispatch	Parity with BA Retail Parity with BA Retail	5.76 0.40	4.35 0.00	886 748	23 40		4.92 1.02	0.29 0.39
PR-4-05-2300 PR-4-08-2300	% Missed Apprintment – Ben Atlantic – No Dispatch % Missed Appt. – Customer – Late Order Conf.	None: Analysis Only	0.40	UD	r +10	40		1.02	0.00
DD 0 04 0000	PR-6 - Installation Quality		UB	115					
PR-6-01-2300	% Installation Troubles Reported within 30 Days continued	Parity with BA Retail	UD	UD					

CLEC Aggregate Performance PROVISIONING - RESALE POTS / SPECIAL SERVICES continued

Special Services - Provisioning		Actual I	Performance	Number of	Observations			
	Standard	BA	CLEC Aggregate	BA	All CLECs		Sampling Error	Z-Score
PR-1 - Average Interval Offered	Otanaara					Deviation		
Average Interval Offered – Total No Dispatch	Parity with BA Retail	5.01	4.19	2156	297	5.28	0.33	2.51
	Parity with BA Retail	10.36	9.45	1570	22	6.89	1.48	0.62
Average Interval Offered – DS0	Parity with BA Retail	8.80	4.91	663	22	5.07	1.10	3.54
Average Interval Offered – DS1	Parity with BA Retail	12.00	8.31	718	29	5.76	1.09	3.38
Average Interval Offered – DS3	Parity with BA Retail	16.46	NA	13		2.26		
Average Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.68	5.83	635	42	3.63	0.58	-1.99
Average Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.88	NA	145		4.10		
PR-2 - Average Completed Interval								
Average Interval Completed – Total No Dispatch	Parity with BA Retail	4.94	3.99	2029	287	7.69	0.48	1.96
Average Interval Completed – Total Dispatch	Parity with BA Retail	14.37	9.60	627	20	16.70	3.79	1.26
Average Interval Completed – DS0	Parity with BA Retail	10.28	5.05	545	21	16.73	3.72	1.41
Average Interval Completed – DS1	Parity with BA Retail	12.60	7.59	516	27	11.66	2.30	2.18
Average Interval Completed – DS3	Parity with BA Retail	25.33	NA	3		17.90		
Average Interval Completed – Disconnects – No Dispatch	Parity with BA Retail	4.64	5.83	635	42	3.64	0.58	-2.05
Average Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.00	NA	145		4.34		
PR-4 - Missed Appointments								
	Parity with BA Retail	2.46	0.59	4099	337		0.88	2.13
Average Delay Days – Total	Parity with BA Retail	40.16	7.00	101	2	53.03	37.87	0.88
% Missed Appointment – Customer	None: Analysis Only	12.78	3.86					
% Missed Appt. – Customer – Due to Late Order Conf.	None: Analysis Only		NA					
PP-5- Facility Missay Orders								
	Parity with BA Retail	0.54	0.00	4000	337		0.42	1.30
								0.25
% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	4099	337		3130	00
DR 6 Installation Quality								
	Parity with BA Patail	0.78	0.73	13/37	1225		0.26	0.18
							0.20	0.10
70 IIISI. TTOUDIES TEPOTIEU W/ III 30 Days - FOR TONGFE	None. Analysis Only	0.00	0.00	10431	1223			
Legend Notations defined on Legend sheet - last page								
	PR-1 - Average Interval Offered Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — DS0 Average Interval Offered — DS0 Average Interval Offered — DS3 Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — Total Dispatch Average Interval Completed — DS0 Average Interval Completed — DS1 Average Interval Completed — DS1 Average Interval Completed — DS3 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Delay Days — Total % Missed Appointment — Eell Attantic — Total Average Delay Days — Total % Missed Appointment — Customer % Missed Appointment — Customer — Due to Late Order Conf. PR-5 - Facility Missed Orders % Missed Appointment — Bell Attantic — Facilities % Orders Held for Facilities > 16 Days % Orders Held for Facilities > 60 Days PR-6 - Installation Quality % Installation Troubles reported within 30 Days % Inst. Troubles reported within 30 Days % Inst. Troubles reported within 30 Days — FOK/TOK/CPE	PR-1 - Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — DSO Average Interval Offered — DSO Average Interval Offered — DSO Average Interval Offered — DSS Average Interval Offered — DSS Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — DSO Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnect	PR-1 - Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — DS0 Average Interval Offered — DS1 Average Interval Offered — DS1 Average Interval Offered — DS1 Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — DS1 Average Interval Completed — DS3 Average Interval Completed — DS3 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Delay Days — Total Average	PR-1 - Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Average Interval Offered — DS0 Average Interval Offered — DS0 Average Interval Offered — DS1 Average Interval Offered — DS1 Average Interval Offered — DS1 Average Interval Offered — DS3 Average Interval Offered — DS3 Average Interval Offered — Disconnects — No Dispatch Average Interval Offered — Disconnects — Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — Total No Dispatch Average Interval Completed — DS1 Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — No Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — Dispatch Average Interval Completed — Disconnects — No D	PR-1 - Average Interval Offered	RR-1 - Average Interval Offered	Standard BA CLEC Aggregate BA All CLECs Standard PR-1 - Average Interval Offered Total No Dispatch Average Interval Offered - Total Sispatch Parity with BA Retail 5.01 4.19 2156 297 5.28 297 22 6.89 42 42 42 4.88 5.83 4.91 683 22 5.07 6.89 4.89 6.89 4.91 6.83 2.2 5.07 6.89 4.89 6.89	Standard BA CLEC Aggregate BA All CLECs Standard Deviation Deviation Deviation PR-1 - Average Interval Offered — Total No Dispatch Average Interval Offered — Total Dispatch Parity with BA Retail 10.36 9.45 1570 22 6.89 1.48 Average Interval Offered — DS0 Parity with BA Retail 10.36 9.45 1570 22 6.89 1.48 Average Interval Offered — DS1 Parity with BA Retail 12.00 8.31 718 29 5.76 1.09 Average Interval Offered — DS3 Parity with BA Retail 12.00 8.31 718 29 5.76 1.09 Parity with BA Retail 12.00 8.31 718 29 5.76 1.09 Parity with BA Retail 12.00 8.31 718 29 5.76 1.09 Parity with BA Retail 4.68 5.83 635 42 3.63 0.58 Parity with BA Retail 4.88 5.83 635 42 3.63 0.58 Parity with BA Retail 4.88 5.83 635 42 3.63 0.58 Parity with BA Retail 4.88 NA 145 4.10 Parity with BA Retail 4.88 NA 145 Parity with BA Retail Parity with BA Retail 4.89 3.99 2029 287 7.69 0.48 Parity with BA Retail 4.37 9.60 627 20 16.70 3.79 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 10.28 5.05 5.45 21 16.73 3.72 Parity with BA Retail 2.50 7.59 5.16 2.70 11.16 2.00 2.0

Legend Notations defined on Legend sheet - last page

CLEC Aggregate Performance MAINTENANCE - RESALE / SPECIAL SERVICES

	POTS / Complex - Maintenance		Actual	Performance	Number of C	bservations			
Metric #		Standard	ВА	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate						Deviation		
MR-2-02-2100	Network Trouble Report Rate – Loop	Parity with BA Retail	1.16	0.70	4620435	190628		0.02	18.27
MR-2-03-2100	Network Trouble Report Rate - Central Office	Parity with BA Retail	0.10	0.09	4620435	190628		0.01	1.57
MR-2-04-2100	% Subsequent Reports	Assessed I/C/W MRAs	26.30	7.25			•		
MR-2-05-2100	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.60	0.47	4620435	190628		0.03	38.70
	MR-3 - Missed Repair Appointments								
MR-3-01-2100	% Missed Repair Appointment – Loop	Parity with BA Retail	14.78	14.17	53432	1334		0.98	0.62
MR-3-02-2100	% Missed Repair Appointment – Central Office	Parity with BA Retail	7.98	9.66	4810	176		2.08	-0.81
MR-3-03-2100	% CPE/TOK/FOK - Missed Appointment	None: Analysis Only	6.37	9.57	73982	888		0.82	-3.88
	MR-4 - Trouble Duration Intervals								
MR-4-01-2100	Mean Time To Repair - Total	Parity with BA Retail	24.55	15.48	58242	1510	24.32	0.63	14.30
MR-4-02-2100	Mean Time To Repair - Loop Trouble	Parity with BA Retail	25.77	16.47	53432	1334	24.53	0.68	13.68
MR-4-03-2100	Mean Time To Repair - Central Office Trouble	Parity with BA Retail	11.02	7.93	4810	176	16.82	1.29	2.39
MR-4-04-2100	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	59.75	78.81	58242	1510		1.28	14.91
MR-4-06-2100	% Out of Service > 4 Hours	Parity with BA Retail	85.52	76.43	43092	1031		1.11	8.20
MR-4-07-2100	% Out of Service > 12 Hours	Parity with BA Retail	66.22	50.92	43092	1031		1.49	10.27
MR-4-08-2100	% Out of Service > 24 Hours	Parity with BA Retail	40.70	22.60	43092	1031		1.55	11.69
	MR-5 - Repeat Trouble Reports								
MR-5-01-2100	% Repeat Reports within 30 Days	Parity with BA Retail	26.52	19.40	58242	1510		1.15	6.19
	Special Services - Maintenance								
	Openial Convices manifestation								
MR-2-01-2200	Network Trouble Report Rate	Parity with BA Retail	0.33	0.32	438551	9275		0.06	0.16
MR-2-05-2200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.19	0.27	438551	9275		0.05	-1.62
	MR-4 - Trouble Duration Intervals						0.53		
MR-4-01-2200	Mean Time To Repair – Total	Parity with BA Retail	7.38	8.40	1461	30	8.57	1.58	-0.64
MR-4-04-2200	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.25	93.33	1461	30		4.29	-0.21
MR-4-06-2200	% Out of Service > 4 Hours	Parity with BA Retail	56.79	71.43	1421	28		9.45	-1.55
MR-4-08-2200	% Out of Service > 24 Hours	Parity with BA Retail	5.70	7.14	1421	28		4.42	-0.33
	MR-5 - Repeat Trouble Reports					1			
MR-5-01-2200	% Repeat Reports within 30 Days	Parity with BA Retail	16.36	6.67	1461	30		6.82	1.42

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	UNE Pre-ordering			
Metric #	PO-3 - Contact Center Availability	Standard	CLEC Aggregate Performance	CLEC Aggregate Observations
PO-3-01-3000	Average Speed of Answering – Ordering * (secs)	Ē		
PO-3-02-3000	% Answered within 30 Seconds – Ordering *	80% within 30 Seconds		
PO-3-03-3000	Average Speed of Answering – Repair *& (secs)	<u> </u>	25.90	
PO-3-04-3000	% Answered within 30 Seconds – Repair *&	80% within 30 Seconds	79.50	44754
	POTS/Pre-qualified Complex - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness	_		
OR-1-01-3320	Average Local Service Request Confirmation (LSRC) Time (Flow-Through)	_	1.52	
OR-1-02-3320	% On Time LSRC – Flow Through	95% within 2 Hours	98.55	1105
OR-1-03-3320 OR-1-04-3100	Average LSRC Time < 10 Lines % On Time LSRC < 10 Lines (Electronic)	95% within 24 Hours	29.34 57.06	2981
OR-1-05-3320	Average LSRC Time >= 10 Lines	33 /6 Willin 24 Flours	31.59	2301
OR-1-06-3320	% On Time LSRC >= 10 Lines	95% within 72 Hours	85.29	34
	OR-2 - Reject Timeliness			
OR-2-01-3320	Average Local Service Request (LSR) Reject - Time (Flow-Through)	Г	0.11	
OR-2-01-3320	% On Time LSR Reject – Flow Through	95% within 2 Hours	98.71	156
OR-2-03-3320	Average LSR Reject Time < 10 Lines		28.28	
OR-2-04-3320	% On Time LSR Reject < 10 Lines	95% within 24 Hours	56.44	287
OR-2-05-3320	Average LSR Reject Time >= 10 Lines		32.43	
OR-2-06-3320	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	82.60	23
	Complex Services - Electronically Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-03-3300	Average LSRC Time < 10 Lines	Г	UD	
OR-1-04-3300	% On Time LSRC < 10 Lines (Electronic)	95% within 72 Hours	UD	
OR-1-05-3300	Average LSRC Time >= 10 Lines		UD	
OR-1-06-3300	% On Time LSRC >= 10 Lines	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03-3300	Average LSR Reject Time < 10 Lines	Γ	UD	
OR-2-04-3300	% On Time LSR Reject < 10 Lines	95% within 72 Hours	UD	
OR-2-05-3300	Average LSR Reject Time >= 10 Lines		UD	
OR-2-06-3300	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	UD	
	POTS / Special Services - Aggregate			
	OR-3 - Percent Rejects	_		
OR-3-01-3000	% Rejects	No Standard	30.50	6936
	OR-4 - Timeliness of Completion Notification			
OR-4-01-3000	Completion Notice – Average Response Time	Γ	0.00	
OR-4-02-3000	Completion Notice – % On Time	95% by noon next bus. day	100.00	3992
OR-4-03-3000	% Orders Excluded from % On Time Measurement	95% by next bus. day at noon	UD	
	OR-5 - Percent Flow-Through			
OR-5-01-3000	% Flow Through - Total	No Standard Developed	24.36	4539
OR-5-02-3000	% Flow Through - Simple	No Standard Developed	26.82	4120
OR-5-03-3112	% Flow Through Achieved	95%	UD	
	OR-6 - Order Accuracy			
OR-6-01-3000	% Accuracy - Orders *	95% orders without errors	63.59	835
OR-6-02-3000	% Accuracy – Opportunities*	95% orders without errors	93.18	10971
OR-6-03-3000	% Accuracy – LSRC*	95% orders without errors	98.39	620

continued

CLEC Aggregate Performance ORDERING - UNE POTS / SPECIAL SERVICES

	Special Services - Electronically Submitted			
	opecial services - Liectronically submitted	Standard	CLEC Aggregate	CLEC Aggregate
Metric #	OR-1 - Order Confirmation Timeliness		Performance	Observations
OR-1-03-3200	Average LSRC Time < 10 Lines		26.32	
OR-1-03-3210	Average ASRC Time < 10 Lines DS0		UD	
OR-1-03-3211	Average ASRC Time < 10 Lines DS1		UD	
OR-1-03-3213	Average ASRC Time < 10 Lines DS3		UD	
OR-1-04-3200	% On Time LSRC < 10 Lines	95% within 48 Hours	90.90	55
OR-1-04-3210	% On Time ASRC < 10 Lines DS0	95% within 48 Hours	UD	
OR-1-04-3211	% On Time ASRC < 10 Lines DS1	95% within 48 Hours	UD	
OR-1-04-3213	% On Time ASRC < 10 Lines DS3	95% within 48 Hours	UD	
OR-1-05-3200	Average LSRC Time >= 10 Lines		38.59	
OR-1-05-3210	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-05-3211	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-05-3213	Average ASRC Time >= 10 Lines DS3		UD	_
OR-1-06-3200	% On Time LSRC >= 10 Lines	95% within 72 Hours	100.00	2
OR-1-06-3210	% On Time ASRC >= 10 Lines DS0	95% within 72 Hours	UD	
OR-1-06-3211	% On Time ASRC >= 10 Lines DS1	95% within 72 Hours	UD	
OR-1-06-3213	% On Time ASRC >= 10 Lines DS3	95% within 72 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-03-3200	Average LSR Reject Time < 10 Lines		36.56	
OR-2-04-3200	% On Time LSR Reject < 10 Lines	95% within 48 Hours	85.71	14
OR-2-05-3200	Average LSR Reject Time >= 10 Lines	3570 WILLIII 40 FIOUIS	0.00	17
OR-2-06-3200	% On Time LSR Reject >= 10 Lines	95% within 72 Hours	NA	
	Special Services - FAX/MAIL Submitted			
	OR-1 - Order Confirmation Timeliness			
OR-1-07-3200	Average LSRC Time < 10 Lines		18.68	
OR-1-07-3210	Average ASRC Time < 10 Lines DS0		UD	
OR-1-07-3211	Average ASRC Time < 10 Lines DS1		UD	
OR-1-07-3213	Average LSRC Time < 10 Lines (Fax)		UD	
OR-1-08-3200	% On Time LSRC < 10 Lines	95% within 72 Hours	100.00	65
OR-1-08-3210	% On Time ASRC < 10 Lines DS0	95% within 72 Hours	UD	
OR-1-08-3211	% On Time ASRC < 10 Lines DS1	95% within 72 Hours	UD	
OR-1-08-3213	% On Time LSRC < 10 Lines (Fax)	95% within 72 Hours	UD	
OR-1-09-3200	Average LSRC Time >= 10 Lines		NA	
OR-1-09-3210	Average ASRC Time >= 10 Lines DS0		UD	
OR-1-09-3211	Average ASRC Time >= 10 Lines DS1		UD	
OR-1-09-3213	Average LSRC Time >= 10 Lines (Fax)		UD	
OR-1-10-3200	% On Time LSRC >= 10 Lines	95% within 96 Hours	NA NA	
OR-1-10-3210	% On Time ASRC >= 10 Lines DS0	95% within 96 Hours	UD	
OR-1-10-3211	% On Time ASRC >= 10 Lines DS1 % On Time LSRC >= 10 Lines (Fax)	95% within 96 Hours	UD UD	
OR-1-10-3213	% On Time LSRC >= 10 Lines (Fax)	95% within 96 Hours	UD	
	OR-2 - Reject Timeliness			
OR-2-07-3200	Average LSR Reject Time < 10 Lines		18.86	
OR-2-07-3200 OR-2-08-3200	% On Time LSR Reject < 10 Lines	95% within 72 Hours	100.00	28
		5570 Millim 12 1 10015		20
OR-2-09-3200	Average LSR Reject Time >= 10 Lines		NΔ	
OR-2-09-3200 OR-2-10-3200	Average LSR Reject Time >= 10 Lines % On Time LSR Reject >= 10 Lines	95% within 96 Hours	NA NA	

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES

	DOTO Presidentes	1			Nort or of				
	POTS - Provisioning			erformance		Observations	Standard		
Metric #		Standard	BA	CLEC Aggregate	BA	All CLECs	Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered								
PR-1-01-3111	Av. Interval Offered - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.19		231			
PR-1-01-3122	Av. Interval Offered - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.37	NA	17902		3.42		
PR-1-01-3140	Av. Interval Offered - Total No Dispatch - Platform	Parity with BA Retail	1.37	NA	17902		3.42		
PR-1-03-3112	Av. Interval Offered - Dispatch (1-5 Lines) - Loop	Parity with BA Retail	4.21	18.75	3877	8	2.45	0.87	-16.77
PR-1-03-3140	Av. Interval Offered - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.21	NA	3877		2.45		
PR-1-04-3112	Av. Interval Offered - Dispatch (6-9 Lines) - Loop	Parity with BA Retail	7.31	NA	202		5.89		
PR-1-04-3140	Av. Interval Offered - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.31	NA	202		5.89	4.77	0.04
PR-1-05-3112	Av. Interval Offered - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	12.29	53.50	269	2	6.72	4.77	-8.64
PR-1-05-3140	Av. Interval Offered - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	12.29	NA	269		6.72		
	DB 2. Assessed Commissional Internal								
PR-2-01-3111	PR-2 - Average Completed Interval Av. Completed Interval - Total No Dispatch - Hot Cut Loop	1-9=5, 10+=Negotiated		7.17		171			
PR-2-01-3111 PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Hot Cut Loop Av. Completed Interval - Total No Dispatch - Other (UNE Switch & INP)	Parity with BA Retail	1.30	NA NA	17602	171	3.33	1	
PR-2-01-3122	Av. Completed Interval - Total No Dispatch - Other (ONE Switch & INF) Av. Completed Interval - Total No Dispatch - Platform	Parity with BA Retail	1.30	NA NA	17602				
PR-2-03-3112	Av. Completed Interval - Total No Dispatch - Flationii Av. Completed Interval - Dispatch (1-5 Lines) – Loop	Parity with BA Retail	4.75	5.14	3423	7	3.33 3.78	1.43	-0.27
PR-2-03-3112	Av. Completed Interval - Dispatch (1-5 Lines) - Loop Av. Completed Interval - Dispatch (1-5 Lines) - Platform	Parity with BA Retail	4.75	NA NA	3423	,	3.78	1.45	-0.21
PR-2-04-3112	Av. Completed Interval - Dispatch (1-9 Lines) - Loop	Parity with BA Retail	7.21	NA NA	153		4.81		
PR-2-04-3140	Av. Completed Interval - Dispatch (6-9 Lines) - Platform	Parity with BA Retail	7.21	NA NA	153		4.81		
PR-2-05-3112	Av. Completed Interval - Dispatch (0-3 Lines) - Lationni Av. Completed Interval - Dispatch (>= 10 Lines) - Loop	Parity with BA Retail	11.25	8.00	172	1	7.28	7.30	0.45
PR-2-05-3140	Av. Completed Interval - Dispatch (>= 10 Lines) - Edop Av. Completed Interval - Dispatch (>= 10 Lines) - Platform	Parity with BA Retail	11.25	NA	172	'	7.28	7.00	0.40
. 11 2 00 0140	Completes interval Disputer (2= 10 Ellies) Transfill	. any mar britted	11.20	1973	112	1	1.20	ı L	
	PR-3 - Completed within X Days - Platform & Other (Switch & INP)								
PR-3-01-3142	% Completed in 1 Day (1-5 Lines - No Dispatch)	Parity with BA Retail	75.09	NA	125774				I
PR-3-02-3142	% Completed in 2 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	83.08	NA	125774				
PR-3-03-3142	% Completed in 3 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	86.54	NA	125774				
PR-3-04-3142	% Completed in 1 Day (1-5 Lines - Dispatch)	Parity with BA Retail	6.59	NA	10869				
PR-3-05-3142	% Completed in 2 Days (1-5 Lines - Dispatch)	Parity with BA Retail	12.72	NA	10869				
PR-3-06-3142	% Completed in 3 Days (1-5 Lines - Dispatch)	Parity with BA Retail	20.72	NA	10869				
PR-3-07-3142	% Completed in 4 Days (1-5 Lines - Total)	Parity with BA Retail	87.58	NA	136643				
PR-3-08-3142	% Completed in 5 Days (1-5 Lines - No Dispatch)	Parity with BA Retail	94.79	NA	125774				
PR-3-09-3142	% Completed in 5 Days (1-5 Lines – Dispatch)	Parity with BA Retail	76.86	NA	10869				
PR-3-10-3142	% Completed in 6 Days (1-5 Lines - Total)	Parity with BA Retail	95.60	NA	136643				
		•							
	PR-4 - Missed Appointments								
PR-4-02-3100	Average Delay Days – Total	Parity with BA Retail	4.15	3.50	4178	2	5.73	4.05	0.16
PR-4-03-3100	% Missed Appt. – Customer	None: Analysis Only	1.84	22.81					
PR-4-04-3113	% Missed Appt. – BA – Dispatch - Loop New	Parity with BA Retail	10.90	NA	35155				
PR-4-04-3140	% Missed Appt. – BA – Dispatch - Platform	Parity with BA Retail	10.90	NA	35155				
PR-4-04-3520	% Missed Appt. – BA – Dispatch - Hot Cut	Parity with BA Retail	10.90	0.00	35155	22			
PR-4-05-3111	% Missed Appt. – BA – No Dispatch - Hot Cut Loop	Parity with BA Retail	0.14	0.00	245936	231		0.25	0.57
PR-4-05-3121	% Missed Appt. – BA – No Dispatch – Other	Parity with BA Retail	0.14	NA	245936				
PR-4-05-3140	% Missed Appt. – BA – No Dispatch - Platform	Parity with BA Retail	0.14	NA	245936				
PR-4-06-3520	% On Time Performance – Hot Cut	95% Completed Within Window		91.58		368			
PR-4-08-3111	% Missed Appt. – Customer – Due to Late Order Conf. – Hot Cut Loop	None: Analysis Only		UD					
PR-4-08-3121	% Missed Appt. – Customer – Due to Late Order Confirmation – Other	None: Analysis Only		UD					
PR-4-08-3140	% Missed Appt Customer - Due to Late Order Confirmation- Platform	None: Analysis Only		UD					
DD = 04 04	PR-5 - Facility Missed Orders	1						0.45	
PR-5-01-3100	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.54	0.38	281091	260		0.45	0.35
PR-5-02-3100	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.03	0.00	281091	260		0.11	0.28
PR-5-03-3100	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.00	0.00	281091	260			
	BB 6 Installation Quality								
DD 0 04 0400	PR-6 - Installation Quality	1	2.72	2.47	040004	1700		0.46	1.18
PR-6-01-3100	% Installation Troubles reported within 30 Days - Loop	Parity w/BA Retail for Found Troubles	3.72	3.17	243304	1702		0.46	1.18
PR-6-01-3121	% Installation Troubles reported within 30 Days - Other	Parity w/BA Retail for Found Troubles	3.72	NA 0.50	243304	0.45			
PR-6-02-3111	% Installation Troubles reported within 7 Days - Hot Cut Loop	<= 2%	2.20	0.59	242204	845		0.36	2.54
PR-6-02-3112	% Installation Troubles reported within 7 Days - Loop	Parity w/BA Retail for Found Troubles	2.20 2.20	1.29 NA	243304	1702		0.30	2.54
PR-6-02-3121 PR-6-03-3112	% Installation Troubles reported within 7 Days - Other % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop	Parity w/BA Retail for Found Troubles None: Analysis Only	4.48	3.35	243304 243304	1702		0.50	2.25
PR-6-03-3112 PR-6-03-3121	% Installation Troubles reported within 30 Days - FOK/TOK/CPE - Loop % Installation Troubles reported within 30 Days - FOK/TOK/CPE - Other		4.48	3.35 NA	243304	1702		0.50	2.25
1 N-0-03-3121	76 motaliation moubles reported within 30 Days - FOR TOR/CPE - Other	None: Analysis Only	4.40	INA	243304				
	POTS & Complex Aggregate	1							
	FOTO & Complex Aggregate	J							
	PP-1 - Average Interval Offered								
PR-1-10-3133	PR-1 - Average Interval Offered	Parity with BA Retail	E 04	7.71	67000	040	8.73	0.29	-9.46
PR-1-10-3133 PR-1-11-3133	Av. Interval Offered - Disconnects – No Dispatch Av. Interval Offered - Disconnects – Dispatch	,	5.01	7.71 NA	67269	949	1.52	0.29	-9.40
FR-1-11-3133	Av. Interval Offered - Disconlinedts - Dispatch	Parity with BA Retail	4.50	INA	32	1	1.52		
	PP-2 - Average Completed Interval								
DD 2 40 2422	PR-2 - Average Completed Interval	Pority with PA Poteil	4 00	7.70	67260	040	8.36	0.27	-10.39
PR-2-10-3133 PR-2-11-3133	Av. Completed Interval - Disconnects - No Dispatch Av. Completed Interval - Disconnects - Dispatch	Parity with BA Retail Parity with BA Retail	4.88 4.78	7.72 NA	67269 32	949	1.83	0.21	-10.38
1 N-2-11-3133	continued	ranty with DA Retail	4.70	INA	34	1	1.03		
	CORUNGO								

Carrier to Carrier

Performance Standards and Reports Interim Guidelines August 1999 Bell Atlantic - Massachusetts

CLEC Aggregate Performance PROVISIONING - UNE POTS / SPECIAL SERVICES continued

*Legend Notations defined on Legend sheet - last page

	Complex Services		Actual P	erformance	Number of	Observations			
Metric #		Standard	BA	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered	ota i uai u					Deviation		
PR-1-01-3300	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.32	4.14	481	90	6.22	0.71	1.65
PR-1-02-3300	Av. Interval Offered – Total Dispatch	Parity with BA Retail	11.68	6.30	399	250	5.80	0.47	11.50
	PR-2 - Average Completed Interval								
PR-2-01-3300	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.58	4.51	450	76	5.11	0.63	0.11
PR-2-02-3300	Av. Interval Completed – Total Dispatch	Parity with BA Retail	11.21	7.40	363	213	7.10	0.61	6.22
	PR-4 - Missed Appointments								
PR-4-02-3300	Average Delay Days – Total	Parity with BA Retail	12.02	8.25	54	24	21.80	5.35	0.70
PR-4-03-3300	% Missed Appointment – Customer	None: Analysis Only	14.01	13.55					
PR-4-04-3300	% Missed Appointment – BA – Dispatch	Parity with BA Retail	5.76	6.91	886	333		1.50	-0.77
PR-4-05-3300 PR-4-08-3300	% Missed Appointment – BA – No Dispatch	Parity with BA Retail	0.40	0.59 UD	748	169	-	0.54	-0.35
FR-4-06-3300	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
	PR-6 - Installation Quality	_							
PR-6-01-3300	% Installation Troubles Reported within 30 Days	Parity with BA Retail	3.72	6.81	243304	426		0.92	-3.37
	Special Services - Provisioning								
	PR-1 - Average Interval Offered								
PR-1-01-3200	Av. Interval Offered – Total No Dispatch	Parity with BA Retail	5.01	NA	2156		5.28		1
PR-1-02-3200	Av. Interval Offered – Total Dispatch	Parity with BA Retail	10.36	7.00	1570	1	6.89	6.89	0.49
PR-1-06-3200	Av. Interval Offered – DS0	Parity with BA Retail	8.80	NA	663		5.07		
PR-1-07-3200	Av. Interval Offered – DS1	Parity with BA Retail	12.00	7.00	718	1	5.76	5.76	0.87
PR-1-08-3200 PR-1-09-3511	Av. Interval Offered – DS3 Av. Interval Offered – Total - EEL – Backbone	Parity with BA Retail EEL Legend	16.46	NA UD	13		2.26		
PR-1-09-3511	Av. Interval Offered – Total - EEL – Backborie Av. Interval Offered – Total - EEL – Loop	EEL Legend		UD					
PR-1-09-3530	Av. Interval Offered – Total - LEE – Loop Av. Interval Offered – Total - IOF	IOF Legend		15.29		14			
PR-1-10-3200	Av. Interval Offered – Disconnects – No Dispatch	Parity with BA Retail	4.68	NA	635		3.63		
PR-1-11-3200	Av. Interval Offered – Disconnects – Dispatch	Parity with BA Retail	4.88	NA	145		4.10		
	PR-2 - Average Completed Interval								
PR-2-01-3200	Av. Interval Completed – Total No Dispatch	Parity with BA Retail	4.94	NA	2029		7.69		
PR-2-02-3200	Av. Interval Completed – Total Dispatch	Parity with BA Retail	14.37	NA	627		16.70		
PR-2-06-3200	Av. Interval Completed – DS0	Parity with BA Retail	10.28	NA	545		16.73		
PR-2-07-3200	Av. Interval Completed – DS1	Parity with BA Retail	12.60	9.00	516	1	11.66 17.90	11.67	0.31
PR-2-08-3200 PR-2-09-3511	Av. Interval Completed – DS3 Av. Interval Completed – Total - EEL - Backbone	Parity with BA Retail EEL Legend	25.33	NA UD	3		17.90		
PR-2-09-3512	Av. Interval Completed – Total - EEL – Backbone Av. Interval Completed – Total - EEL – Loop	EEL Legend		UD					
PR-2-09-3530	Av. Interval Completed – Total - IOF	IOF Legend		14.71		7			
PR-2-10-3200	Av. Interval Completed - Disconnects - No Dispatch	Parity with BA Retail	4.64	NA	635	·	3.64		
PR-2-11-3200	Av. Interval Completed – Disconnects – Dispatch	Parity with BA Retail	5.00	NA	145		4.34		
	PR-4 - Missed Appointments								
PR-4-01-3200	% Missed Appointment – BA – Total	Parity with BA Retail	2.46	100.00	4099	1		15.49	-6.30
PR-4-01-3510	% Missed Appointment – BA – Total - EEL	Parity with BA Retail	2.46	UD	4099				
PR-4-01-3530	% Missed Appointment – BA – Total- IOF	Parity with BA Retail	2.46	10.00	4099	20		3.47	-2.17
PR-4-02-3200	Average Delay Days – Total	Parity with BA Retail	40.16	2.00	101	1	53.03	53.29	0.72
PR-4-02-3510 PR-4-02-3530	Average Delay Days – Total - EEL Average Delay Days – Total - IOF	Parity with BA Retail Parity with BA Retail	40.16 40.16	UD 29.50	101 101	2	53.03 53.03	37.87	0.28
PR-4-02-3530 PR-4-03-3200	% Missed Appointment – Customer	None: Analysis Only	12.78	0.00	101		33.03	31.01	0.26
PR-4-03-3510	% Missed Appointment – Customer - EEL	None: Analysis Only	12.78	UD					
PR-4-08-3200	% Missed Appt. – Customer – Late Order Conf.	None: Analysis Only		UD					
	PR-5 - Facility Missed Orders								
PR-5-01-3200	% Missed Appointment – BA – Facilities	Parity with BA Retail	0.54	0.00	4099	1		7.33	0.07
PR-5-02-3200	% Orders Held for Facilities > 15 Days	Parity with BA Retail	0.02	0.00	4099	1		1.41	0.07
PR-5-03-3200	% Orders Held for Facilities > 60 Days	Parity with BA Retail	0.02	0.00	4099	1			0.01
	PR-6 - Installation Quality								
PR-6-01-3200	% Installation Troubles reported within 30 Days	Parity w/BA RT for Found Troubles	0.78	0.00	13437	1		8.81	0.09
PR-6-03-3200	% Inst. Troubles reported w/ in 30 Days - FOK/TOK/CPE	None: Analysis Only	0.00	0.00	13437	1		0.01	0.03
						•			
	PR-7 - Jeopardy Reports								
PR-7-01-3510	% Orders with Jeopardy Status - EEL	Jeopardy Legend		UD					

CLEC Aggregate Performance MAINTENANCE - UNE POTS / SPECIAL SERVICES

Legend Notations defined on Legend sheet - last page

	POTS - Maintenance		Actual F	Performance	Number of C	bservations			
Metric #		Standard	BA	CLEC Aggregate	ВА	All CLECs	Standard Deviation	Sampling Error	Z-Score
	MR-2 - Trouble Report Rate	Otalidaid					Deviation		
MR-2-02-3112	Network Trouble Report Rate – Loop	Parity with BA Retail	1.16	1.26	4620435	16547		0.08	-1.21
MR-2-02-3140	Network Trouble Report Rate – Loop - Platform	Parity with BA Retail	1.16	UD	4620435	40547		0.12	0.44
MR-2-03-3100 MR-2-04-3100	Network Trouble Report Rate – Central Office % Subsequent Reports	Parity with BA Retail I/C/W MRAs	0.10 26.30	0.27 2.33	4620435	16547		0.03	-6.44
MR-2-05-3100	% Subsequent Reports % CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	1.60	1.54	4620435	16547		0.10	0.68
		,							
	MR-3 - Missed Repair Appointments								
MR-3-01-3112	% Missed Repair Appointment – Loop	Parity with BA Retail	14.78	66.83	53432	208		2.47	-21.11
MR-3-01-3140 MR-3-02-3100	% Missed Repair Appointment – Loop - Platform % Missed Repair Appointment – Central Office	Parity with BA Retail Parity with BA Retail	14.78 7.98	UD 31.82	53432 4810	44		4.10	-5.81
MR-3-02-3100 MR-3-03-3112	% Missed Repair Appointment – Central Office % CPE/TOK/FOK - Missed Appointment - Loop	None: Analysis Only	6.37	48.95	73982	237		1.59	-26.80
MR-3-03-3140	% CPE/TOK/FOK - Missed Appointment - Platform	None: Analysis Only	6.37	UD	73982	201		1.00	20.00
	MR-4 - Trouble Duration Intervals								
MR-4-01-3100 MR-4-02-3112	Mean Time To Repair – Total Mean Time To Repair – Loop Trouble	Parity with BA Retail Parity with BA Retail	24.55 25.77	61.40 68.78	58242 53432	252 208	24.32 24.53	1.54	-24.00 -25.24
MR-4-02-3112 MR-4-02-3140	Mean Time To Repair – Loop Trouble - Platform	Parity with BA Retail	25.77	UD	53432	200	24.53	1.70	-23.24
MR-4-03-3100	Mean Time To Repair – Central Office Trouble	Parity with BA Retail	11.02	26.55	4810	44	16.82	2.55	-6.10
MR-4-04-3100	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	59.75	32.14	58242	252		3.10	-8.92
MR-4-06-3100	% Out of Service > 4 Hours	Parity with BA Retail	85.52	92.00	43092	25		7.04	-0.92
MR-4-07-3100	% Out of Service > 12 Hours	Parity with BA Retail	66.22	76.00	43092	25		9.46	-1.03
MR-4-08-3100	% Out of Service > 24 Hours	Parity with BA Retail	40.70	64.00	43092	25		9.83	-2.37
	MR-5 - Repeat Trouble Reports								
MR-5-01-3100	% Repeat Reports within 30 Days	Parity with BA Retail	26.52	25.00	58242	252		2.79	0.55
		,							
	POTS Complex - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-02-3300	Network Trouble Report Rate - Loop	Parity with BA Retail	UD	UD					
MR-2-03-3300	Network Trouble Report Rate - Central Office	Parity with BA Retail	UD	UD					
MR-2-05-3300	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	UD	UD					
	MR-3 - Missed Repair Appointments								
MR-3-01-3300	% Missed Repair Appointments % Missed Repair Appointment – Loop	Parity with BA Retail	UD	65.38		130			
MR-3-02-3300	% Missed Repair Appointment – Central Office	Parity with BA Retail	UD	18.18		33			
		,							•
	MR-4 - Trouble Duration Intervals								
MR-4-01-3300 MR-4-02-3300	Mean Time To Repair - Total	Parity with BA Retail Parity with BA Retail	UD	59.20 69.40		163 130			
MR-4-02-3300 MR-4-03-3300	Mean Time To Repair - Loop Trouble Mean Time To Repair - Central Office Trouble	Parity with BA Retail	UD	19.00		33			
MR-4-08-3300	% Out of Service > 24 Hours	Parity with BA Retail	UD	NA		33			
		. ,							•
	MR-5 - Repeat Trouble Reports								-
MR-5-01-3300	% Repeat Reports within 30 Days	Parity with BA Retail	UD	32.52		163			
	Special Services - Maintenance								
	MR-2 - Trouble Report Rate								
MR-2-01-3200	Network Trouble Report Rate	Parity with BA Retail	0.33	0.00	438551	585		0.24	1.40
MR-2-05-3200	% CPE/TOK/FOK Trouble Report Rate	None: Analysis Only	0.19	0.00	438551	585		0.18	1.07
	MR-4 - Trouble Duration Intervals								
MR-4-01-3200	Mean Time To Repair – Total	Parity with BA Retail	7.38	NA	1461		8.57		
MR-4-04-3200	% Cleared (all troubles) within 24 Hours	Parity with BA Retail	94.25	NA	1461				
MR-4-06-3200	% Out of Service > 4 Hours	Parity with BA Retail	56.79	NA	1421				
MR-4-08-3200	% Out of Service > 24 Hours	Parity with BA Retail	5.70	NA	1421				
	MR-5 - Repeat Trouble Reports								
MR-5-01-3200	% Repeat Reports within 30 Days	Parity with BA Retail	16.36	NA	1461				
		•			l.				4

CLEC Aggregate Performance TRUNKS

	monno								
	ORDERING			A	Aggregate Interconnection	on			
Metric #				Actual Performance	55	Number of			
motrio n	OR 1 - Order Confirmation Timeliness	Standard		Autour Cironnanoc		Observations			
OR-1-11-5020	Av. FOC Time (<= 192 Forecasted Trunks)			6.80	1		1		
OR-1-11-5030	Av. FOC Time (> 192 and Unforecasted Trunks)			17.96					
OR-1-12-5020	% On Time FOC (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		5			
OR-1-12-5030	% On Time FOC (> 192 and Unforecasted Trunks)	Negotiated Process				28			
OR-1-13-5020	% On Time Design Layout Record (DLR)	95% on time: 10 Business Days		96.97		33			
	OR-2 - Reject Timeliness								
OR-2-11-5000	Average Trunk ASR Reject Time (<= 192 Forecasted Trunks)			2.00	1		1		
OR-2-12-5000	% On Time Trunk ASR Reject (<= 192 Forecasted Trunks)	95% on time: 10 Business Days		100.00		1			
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,				_		1		
		•							
	PROVISIONING		Actual P	Performance	Number of 0	Observations			
			BA	CLEC Aggregate	BA	All CLECs	Standard Deviation	Sampling Error	Z-Score
	PR-1 - Average Interval Offered					_			
PR-1-09-5020 PR-1-09-5030	Av. Interval Offered – Total (<= 192 Forecasted Trunks) Av. Interval Offered – Total (> 192 & Unforecasted Trunks)	Parity with IXC / FGD Parity with IXC / FGD	22.29	17.00	7	3 20	6.24	4.31	1.23
PR-1-09-5030	AV. Interval Offered – Total (> 192 & Uniorecasted Trunks)	Parity with IXC / FGD	33.27	36.85	11	20	32.45	12.18	-0.29
	PR-2 - Average Interval Completed								
PR-2-09-5400	Av. Interval Completed – Total (<= 192 Forecasted Trunks)	Parity with IXC / FGD	19.50	15.33	4	3	4.43	3.38	1.23
		_							
	PR-4 - Missed Appointment								•
PR-4-01-5000	% Missed Appointment – Bell Atlantic – Total	Parity with IXC / FGD	0.00	0.00	1626	7907			
PR-4-02-5000	Average Delay Days - Total	Parity with IXC / FGD	0.00	0.00					
PR-4-03-5000 PR-4-07-3540	% Missed Appointment – Customer % On Time Performance – LNP Only	None: Analysis Only 95% on Time	27.31	56.28 UD			T		
F10-4-07-3540	% Off Time Performance – LINP Offity	93 /6 OII TIIIIE		UD					
	PR-5 - Facility Missed Orders								
PR-5-01-5000	% Missed Appointment – Bell Atlantic – Facilities	Parity with IXC / FGD	0.00	0.00	1626	1463			
PR-5-02-5000	% Orders Held for Facilities > 15 Days	Parity with IXC / FGD	0.00	0.00	1626	1463			
PR-5-03-5000	% Orders Held for Facilities > 60 Days	Parity with IXC / FGD	0.00	0.00	1626	1463			
	PR-6 - Installation Quality								
PR-6-01-5000	% Installation Troubles reported within 30 Days	Parity with IXC / FGD	0.12	0.00	1626	7907		0.10	1.29
PR-6-03-5000	% Inst. Troubles reported within 30 Days - FOK/TOK/CPE	None: Analysis Only	UD	UD	.020				,
		· · · · -							
		i							
	MAINTENANCE								
	MR-2 - Trouble Report Rate								
MR-2-01-5000	Network Trouble Report Rate	Parity with IXC / FGD	0.00	0.01	176689	144678		0.00	-0.71
2 0 1 0000	TOURS TOURS TO PORT TURE	rany marixo / rob	0.00	0.01	110000	111070		0.00	0
	MR-4 - Trouble Duration Intervals	_							
MR-4-01-5000	Mean Time To Repair – Total	Parity with IXC / FGD	1.98	1.58	8	9			
MR-4-04-5000	% Cleared (all troubles) within 24 Hours	Parity with IXC / FGD	100.00	100.00	8	9		00.50	0.05
MR-4-05-5000 MR-4-06-5000	% Out of Service > 2 Hours % Out of Service > 4 Hours	Parity with IXC / FGD Parity with IXC / FGD	37.50	22.22 0.00	8 8	9	-	23.52 16.07	0.65 0.78
MR-4-07-5000	% Out of Service > 4 Hours	Parity with IXC / FGD	12.50 0.00	0.00	8	9	-	10.07	0.76
MR-4-08-5000	% Out of Service > 24 Hours	Parity with IXC / FGD	0.00	0.00	8	9			
	MR-5 - Repeat Trouble Report Rates	l =							
MR-5-01-5000	% Repeat Reports within 30 Days	Parity with IXC / FGD	0.00	11.11	8	9			
	NETWORK PERFORMANCE								
	NETWORKT ER ORMANOE								
	NP-1 - Percent Final Trunk Group Blockage								
NP-1-01-5000	% Final Trunk Groups Exceeding Blocking Standard	See Guidelines	0.30	2.48	335	161		0.52	-4.16
NP-1-02-5000	% FTG Exceeding Blocking Std. –(No Exceptions)	See Guidelines	0.30	6.83	335	161		0.52	-12.45
NP-1-03-5000	Number FTG Exceeding Blocking Std. – 2 Months	See Guidelines		NONE		161			
NP-1-04-5000	Number FTG Exceeding Blocking Std. – 3 Months	See Guidelines		1		161			
	NP-2 - Collocation Performance								
NP-2-01-2000	% On Time Response to Request for Physical Collocation	10 Days1		100.00	1	189	1		
NP-2-02-2000	% On Time Response to Request for Virtual Collocation	10 Days ¹		NA	1	100	1		
NP-2-03-2000	Average Interval – Physical Collocation	76 Days		13.14			1		
NP-2-04-2000	Average Interval – Physical Collocation	105 Days		.0.17	1				
NP-2-05-2000	% On Time – Physical Collocation	95% on time		100.00		55	1		
NP-2-06-2000	% On Time – Virtual Collocation	95% on time		NA					
NP-2-07-2000	Average Delay Days – Physical Collocation	See Guidelines		NA					
NP-2-08-2000	Average Delay Days – Virtual Collocation	See Guidelines		NA]		j		
	Legend Notations defined on Legend sheet - last page	ſ							
	Logona Notations defined on Legend Sheet - last page	ı							

¹ per DTE order issued 7/31/99, Docket 95-58

LEGEND

* = NY/NE Combined Measurement

** = NE Measurement

& = Resale/UNE Combined Measurement

UD = Performance metric is under development

NA = No Activity

TBD = Performance standard is to be determined

I/C/W MRAs = Parity to be assessed in conjunction with missed appointments

1-9=5, 10+=Negotiated = 1-9 Loops, 5 days

10+ Loops, Negotiated

95% Completed Within

Window = Standard for Cut-Over Window

1 to 9 lines: 1 hour 10 to 49 lines: 2 hours 50 to 99 lines: 3 hours 100 to 199 lines: 4 hours 200 plus lines: 8 hours

EEL = 1-9 Loops, 15 days 10+, Negotiated No Facilities, ECCD+15 Days

No Facilities, ECCD+15 Days
Disconnects, 2 Days
IOF = Facilities Check, 72 Hours
Facilities Available (Quantity 1-8), 15 Days
Facilities Available (Quantity > 8), Negotiated
Facilities not available, Negotiated
Jeopardy = 100% at least 24 hours before due date with facilities

100% at least 48 hours before due date without facilities